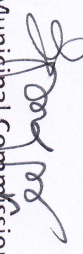


FORMAT – B

Declaration of Service Level Standards for the year 2019-20

Name of the Urban Local Body (Grade of Municipality)	Name of the Municipal Commissioner	Postal address with PIN code	Phone & Fax nos.	Email Id / Web address														
Thiruvannamalai Municipality Special Grade	Mr. Y. Surendiran, BE Municipal Commissioner (I/C)	Tirukovilur Road Thiruvannamalai - 606 601	9442201802	commr.thiruvannamalai@tn.gov http://www.tnurbantree.tn.gov tiruvannamalai/														
Water Supply Indicators																		
Benchmarks	100%	135 lpcdd	100%	24 hours	100%	80%	100%	100%	90%									
Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)									
Thiruvanna malai	92	93	125	125	99	99	5	6	3	3	100	100	80	80	60	70	86	
Sewage Management (Sewerage and Sanitation)																		
Benchmarks	100%	Coverage of toilets	100%	Collection efficiency of the sewage network	100%	Adequacy of sewage treatment capacity	100%	Quality of sewage treatment	100%	20%	Efficiency in redressal of customer complaints	80%	100%	90%				
Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	
Thiruvanna malai	95	98	66	71	66	70	100	100	100	100	100	10	20	80	80	30	40	85
Solid Waste Management Indicators																		
Benchmarks	100%	Household level coverage of solid waste management services	100%	Efficiency of collection of municipal solid waste	100%	Extent of segregation of municipal solid waste	100%	Extent of municipal solid waste recovered	80%	100%	Efficiency in redressal of customer complaints	80%	100%	80%	100%	90%		
Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	
Thiruvannamalai	99	100	99	100	60	62	70	75	75	50	60	90	80	100	100	100	75	
Storm Water Drainage Indicators																		
Benchmarks	100%	Coverage of storm water drainage network	100%	Incidence of water logging/ flooding	0%													
Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)													
Thiruvannamalai	95	97	0	0	0													


 Municipal Commissioner
 Tiruvannamalai